

Provider – “Open For Business” Letter Points to Consider

GENERAL:

1. Send to all CSBs in geographic area in which providing services (i.e., if across the state, send to ALL CSBs).
2. Address correspondence to Intellectual Disability (ID) Directors, unless told otherwise by the CSB.
3. Fax or email a copy to assigned regional Office of Developmental Services (ODS), Community Resource Consultant (CRC).
4. Follow-up with a phone call to CSB/CRC to make sure received.

Suggested CONTENTS OF LETTER OR BROCHURE, attached to a Cover letter:

1. Include a location address if different from the mailing address.
2. Identify setting – rural or urban; accessible for physical disabilities/wheelchairs; one-story/two story facility; number of bedrooms; common areas; on-site recreation (basketball court; pool table; videos; TV; exercise room; etc)
3. Phone/fax number/email
4. Catchment area served
5. Identify the service(s) licensed/approved to provide
6. Confirm having the required license/vendorship/certificate of provide the stated services.
7. Describe philosophy/how supports are provided – use of positive behavior supports?; restrictions? staff to individual ratio?
8. Hours available for individual/Support Coordinator to tour and/or meet with Administrator/Director to answer questions and describe services.
9. Give effective date “Open For Business” (can only be as early as effective date of license; DMAS approved Participation Agreement for Medicaid reimbursement).
10. Include hours of operation/service, noting any dates/holidays closed
11. Level/type of supervision – number of staff “on duty”.
12. Staff qualifications/special training, if applicable.
13. Special accommodations – diets, physical limitations, medications, wheelchairs, accessible baths, etc.
14. Include population to be served (i.e., individuals with intellectual disability; psychiatric supports; physical disabilities; challenging behaviors; multiple disabilities; males & females; only females; only males; children; adults 18 and older; medically fragile; etc.).
15. Is transportation a service provided to individual? (community outings)
16. Is staff available to accompany/transport to doctor’s apts?
17. How individuals spend a ‘typical day’.

The Following, as applicable:

18. Bedrooms – private, semi-private; type of bed (double/twin/queen); storage
19. Bathrooms – shared; private; accessible; shower/tub
20. Surrounding resources – taxi or public transportation, library, churches, grocery stores, drug stores, restaurants, etc.
21. Friends/Family visitations – how handled?
22. House Rules/Rights
23. Personal Items acceptable to have? TV; radio; decorations; phone, computer, etc.
24. Fee Policy – amount charged to individual/for what services; amount of personal allowance maintained by individual.
25. Residential Staff – 24 hour awake staff?
26. Other, as applicable to individual service.